

Step 2:

Workbook:

Resume Exercises

1. Identifying Your Skill Sets
2. Skill Sets & Actions/Tasks
3. Inventory of Skills, Traits, Strengths and Knowledge
4. Writing Accomplishment Statements
5. Resume Worksheet



EXERCISE 1 of 2: – JOB TITLES AND SKILL SETS / KEYWORDS WORKSHEET

Value of this Exercise:

- **Organize Details:** Makes you organize and break up all your job information into “Component Parts”
- **Detail Pick Up:** Makes you talk it out – you have to give details you might otherwise “blow off”
- **Jargon Control:** Makes you speak normal English and explain the buzz words of your trade
- **New Wording:** Helps you come up with fresh new wording and lose the tired old descriptions

Instructions:

Use this worksheets on the following pages to write down all the **SKILL SETS** you use(d) on your current and past jobs.

In the left-hand column, list your current and previous jobs. In the middle and right columns, list the **SKILL SETS** you use(d) to accomplish your job.

Job Titles:	Skills Sets / Keywords (Nouns or Verbs)	
Sample: Administrative Specialist 2	A. Lead Support Staff	B. Database
	C. Budget Management	D. Reference Materials
	E. Training Packets	F. Supervision
	G. Webpage	H.
	I.	J.
1. Current Job Title:	A.	B.
	C.	D.
	E.	F.
	G.	H.
	I.	J.
2. Previous Job Title:	A.	B.
	C.	D.
	E.	F.
	G.	H.
	I.	J.

Job Title:	Skills Sets / Keywords	
3. Previous Job Title:	A.	B.
	C.	D.
	E.	F.
	G.	H.
	I.	J.
4. Previous Job Title:	A.	B.
	C.	D.
	E.	F.
	G.	H.
	I.	J.
5. Previous Job Title:	A.	B.
	C.	D.
	E.	F.
	G.	H.
	I.	J.
6. Previous Job Title:	A.	B.
	C.	D.
	E.	F.
	G.	H.
	I.	J.
7. Previous Job Title:	A.	B.
	C.	D.
	E.	F.
	G.	H.

EXERCISE #2 of 2: – SKILL SETS AND ACTIONS & TASKS WORKSHEET

Now that you've completed **Exercise 1 of 2**, use this worksheet to ID the **ACTIONS AND TASKS** you perform in each **SKILL SET**.

In the **LEFT COLUMN**, list the **SKILLS SETS** you wrote in the middle & right columns of **Exercise 1 by the corresponding letter**. In the **RIGHT COLUMNS**, add the **ACTIONS & TASKS** you use to perform each **SKILL SET**.

Current Job Skills Set or Keywords (Nouns or Verbs):		Actions / Tasks (Verbs)
Sample: A. Lead Support Staff	Prepare & send training alerts	Draft & format brochures
	Oversee Training Directory	Back-up staff in workshops
	Manage received applications	Supervise Work Study
	Answer training questions	
A.		
B.		
C.		

Current Job Skills Set or Keywords (Nouns or Verbs):	Actions / Tasks (Verbs)	
D.		
E.		
F.		
G.		
H.		

Previous Job Skills Sets or Keywords (Nouns or Verbs):	Actions / Tasks (Verbs)	
A.		
B.		
C.		
D.		
E.		

Previous Job Skills Sets or Keywords (Nouns or Verbs):	Actions / Tasks (Verbs)	
A.		
B.		
C.		
D.		
E.		

Previous Job Skills Sets or Keywords (Nouns or Verbs):	Actions / Tasks (Verbs)	
A.		
B.		
C.		
D.		
E.		

Previous Job Skills Sets or Keywords (Nouns or Verbs):	Actions / Tasks (Verbs)	
A.		
B.		
C.		
D.		
E.		

[illegible]

EXERCISE #4: WRITING ACCOMPLISHMENT STATEMENTS

Use “**ACCOMPLISHMENT STATEMENTS**” to **improve** each bullet in your resume. Do this by citing a **SITUATIONAL EXAMPLE** of your skills – and the **RESULTS** or **OUTCOME** of your work.

ACCOMPLISHMENT STATEMENTS quantify how your actions were beneficial to your team or employer. Read the broad examples below. Think about what specific information you’d insert to complete the statements.

- ➔ *Conceived and/or created a new program, system, service, procedure or plan resulting in*
- ➔ *Initiated, devised, and carried through a complex plan or process that*
- ➔ *Successfully handled an emergency situation or crisis that*

There is a formula for **ACCOMPLISHMENT STATEMENTS: SITUATION + ACTION = RESULTS.**

SITUATION:	What problem, area of responsibility or situation existed? <i>City needed a comprehensive Basic PC Skills Training Curriculum so classes could be taught in-house.</i>
ACTION:	What action did you take? <i>Designed from concept to completion a comprehensive basic computer skills training curriculum.</i>
RESULTS:	What were the results of your efforts? Quantify the results whenever possible with percentages, dollars, or scope. <i>City now has basic computer skills training courses that are tailored to the City’s needs and can be taught in-house for a fraction of the cost of outside training.</i>

SUMMARIZE – OR “BOIL DOWN” YOUR ACCOMPLISHMENT IN A SINGLE STATEMENT OR SEVERAL STATEMENTS:

Saved the City 35% to 50% in training costs by designing and delivering from concept to completion a comprehensive, low-cost computer skills training.

OTHER EXAMPLES OF ACCOMPLISHMENT STATEMENTS

- Created and conducted an Interviewing Training Program for managers and Supervisors that reduced candidate selection ratio from 1:15 to 1:5.
- Analyzed accounting system and then designed and implemented a new process that reduced receivables from 45 days to 30 days.
- Created and implemented a plan to contact customers and present new products, resulting in increased sales activities and expanded sales by 35%.
- Coached managers on implementing training strategy, increasing employee “buy-in” and training effectiveness.
- Devised an e-mail registry that eliminated “spam” and improved communication time by 12%.

VALUE OF EXERCISE #4:

Think of this exercise as **"TRAINING BEFORE A MARATHON"**. By responding the following specific job-related questions or statements, you'll learn to write solid **"ACCOMPLISHMENT STATEMENTS"**.

And, as another advantage, this exercise will prompt you to remember skills, knowledge, and traits that you may have forgotten you have! These are actually **Interview Questions** – but many of these statements will end up in your resume. Also, this formula will help you during the Interview process.

REMEMBER THE "SO WHAT?" FACTOR:

How do you know if you've written a good **ACCOMPLISHMENT STATEMENT**? Ask **"SO WHAT?"** at the end of each statement – if you have an answer to **"SO WHAT?"** you've probably written a good **ACCOMPLISHMENT STATEMENT**.

INSTRUCTIONS

Read the questions and choose the ones that relate to your job and skills. Write at least 3 ACCOMPLISHMENT STATEMENTS for each one you choose.

Not every statement will pertain to you, so you don't have to write an Accomplishment Statement for all ten – just the ones that are right for you.

*****. Remember – each SKILL SET = one bullet in your resume. *****



Ask your co-workers, supervisor, and/or friends to help you. And, don't shortchange yourself! Sometimes we forget that what we do everyday at work is a learned skill. Make sure you include your full range of skills and actions. Take your time to do a thorough & complete inventory of your skills.

This process takes time.

Writing a resume is more a marathon than a sprint!



EXERCISE #4 – ACCOMPLISHMENT STATEMENTS (cont.)

Choose at least 3 of the 10 scenarios, fill in the blanks and summarize into an Accomplishment Statement. Remember to test with the "So What" Factor to make sure your result is clear.

1. Describe a specific situation where you solved a technical problem in the office or in the field:

Situation:

Action:

Result:

Accomplishment Statement:

2. Describe databases (lists of records, people, equipment, etc.) you've designed or maintained:

Situation:

Action:

Result:

Accomplishment Statement:

3. Describe a time you had to demonstrate a high-level of customer service skills:

Situation:

Action:

Result:

Accomplishment Statement:

4. Describe a special project you worked on or completed:

Situation:

Action:

Result:

Accomplishment Statement:

5. Describe a time you worked on a team activity and state the outcome of that team effort:

Situation:

Action:

Result:

Accomplishment Statement:

6. Describe your leadership and/or management style and give an example:

Situation:

Action:

Result:

Accomplishment Statement:

7. Describe your level of technical or computer skills:

Situation:

Action:

Result:

Accomplishment Statement:

8. Describe your budget or accounting skills:

Situation:

Action:

Result:

Accomplishment Statement:

9. Describe a situation where you took charge of an emergency situation:

Situation:

Action:

Result:

Accomplishment Statement:

10. Describe your experience working with diverse populations:

Situation:

Action:

Result:

Accomplishment Statement: